

Please stand by, the webinar will begin shortly.

Department of Family and Support Services Head Start Bus Evacuation Drill Services RFP

Release Date: February 17, 2022

Due Date:

March 25, 2022, 12:00, NOON CST



House Keeping

- Due to the volume of participants, everyone has been placed on mute.
- Please submit questions via the question box and we will respond to questions after going through the slides.
- Please use the question box to notify us of any technical issues.

Agenda

- Welcome and Introductions
- Purpose
- Background
- Information about the scope/program description
- Selection Criteria
- Timeline
- Technical Assistance for Applicants and eProcurement
- Questions

CITY OF CHICAGO



**REQUEST FOR PROPOSALS (RFP) FOR
Head Start Bus Evacuation Drill Services
RFQ# 8464**

ISSUED BY:

CITY OF CHICAGO DEPARTMENT OF FAMILY AND SUPPORT SERVICES

All proposals shall be submitted via the eProcurement system to:

Beatrice Nichols
Director of Program Operations
Department of Family and Support Services
1615 W. Chicago Ave, 2nd Floor West
Chicago, Illinois 60622

**LORI E. LIGHTFOOT
MAYOR**

**BRANDIE V. KNAZZE
COMMISSIONER**



Purpose of the RFP

As the City of Chicago's primary social services provider and administrator, the Department of Family and Support Services (DFSS) manages a comprehensive, client-oriented human service delivery system that employs a holistic approach to improving the quality of life for our most vulnerable residents. DFSS administers resources and provides assistance and support to a network of community-based organizations to promote the independence and well-being of individuals, support families, and strengthen Chicago neighborhoods. The DFSS mission is:

Working with community partners, we connect Chicago residents and families to resources that build stability, support their well-being, and empower them to thrive.

To this end, DFSS manages Chicago Early Learning (CEL) programs throughout the city of Chicago in partnership with a network of delegate agencies in community-based settings. CEL is composed of federally funded Head Start and Early Head Start programs and state-funded Pre-School for All (PFA) and Prevention Initiative (PI) programs. Included in CEL programs are provisions to provide learning extensions for children and families by way of pedestrian safety training and bus evacuations.



Background

➤ DFSS is currently seeking a transportation provider to ensure completion of three required, on-site bus evacuation drills per site, per program year to enrolled children, staff, and volunteers. These services will be provided to the CELS sites listed on attachment A. DFSS understands that agencies may, with their own contracted funding, request transportation services with the awarded provider for additional services. These services could include planned, site funded field trips and special events. **Any transportation services outside of bus evacuation drills will be paid for by the CELS agency, not by DFSS.**



Goals

- The selected transportation provider agrees to provide all required bus evacuation drills in a timely and efficient manner. The transportation provider also agrees to follow the established transportation policies and operating procedures of the department.
- DFSS serves CEL children and families across the entire city and the selected transportation provider would need to be able to coordinate evacuations effectively and efficiently to the entire service area.



Target Population

CEL is composed of federally funded Head Start and Early Head Start programs and state-funded Pre-School for All (PFA) and Prevention Initiative (PI) programs. Head Start provides services to approximately 1,489 children ranging from 3-5 years old in a variety of settings in approximately 62 sites.

A list of these sites are available in the RFP document.



Program Requirements

Contractor Qualifications, Requirements and Responsibilities

- All driver records will be maintained which includes but not limited to driver's licenses, certifications, up to date driving record, and the results of all criminal, drug, background and driving investigations. **DFSS reserves the right to ask that a bus driver be removed from providing service for any reason during the term of the contract.**
- The contract will require the use of both standard passenger school buses and school buses equipped to transport children in wheelchairs. Harnesses and other standard age, size and weight appropriate child restraints systems will also be provided by the contractor.
- Selected respondents and all employees involved in the bus evacuation drills for children and parents served by DFSS must meet the requirements of the DCFS Licensing Standards, the Head Start Performance Standards, follow all applicable requirements for students 3-5 years old as outlined by the National Highway Traffic Safety Administration and all local mandates and regulations.
- DFSS anticipates requesting approximately 186 bus evacuation drills (3 per site) serving 62 individual Chicago Early Learning Sites (CELS). A single provider will be awarded. The provider will be selected based on overall qualifications and the highest score.



Performance Goals and Outcomes

- DFSS seeks respondents with evidence of strong past performance against desired outcome goals. Performance indicators include:
- To track progress toward achieving program goals and to assess program success, DFSS will monitor a set of performance indicators that may include, but are not limited to:
 - # Of evacuation site drills requested and completed
 - # Of delays
 - Timely and accurate submission of billing documentation
 - Number of founded customer complaints



Selection Criteria – Strength of Proposed Program

- The Respondent clearly defines the specific services they will provide including a discussion of how they intend to provide the requested number of evaluation drills (directly or through partnerships with other companies) or the maximum number of drills they are capable of providing



Selection Criteria –Performance Management and Outcomes

- The Respondent demonstrates historical evidence of achieving desired and articulated outcomes.
- The Respondent demonstrates the ability to leverage data to identify areas for improvement



Selection Criteria - Organizational Capacity

- The Respondent has the staff capacity to operate this program both administratively and operationally
- The Respondent has adequate staff, systems and processes to support vouchering, reporting and monitoring for government contracts
- The Respondent indicates that it has provided its drivers with appropriate training on how to interact with 3–5-year-old children, provides on-the-job supervision and feedback and regularly evaluates its drivers
- The Respondent's organization reflects and engages the diverse people of the communities it serves
- The Respondent tracks and maintains files on driver training and evaluations, background, and driver's license checks
- The Respondent provides a Covid -19 policies and procedures that are in accordance with CDC guidelines.
- The Respondent indicates an adequate fleet size including vehicles meeting ADA requirements and indicates how many harnesses it owns or how it will procure them
- The requested accident packet is submitted and evidences a clear protocol, outlines the types of documentation to be collected and the level of detail required



Selection Criteria – Reasonable costs, budget justification, and leverage of funds

- The Respondent demonstrates reasonable implementation costs and funding requests relative to its financial and human resources. The proposed budget supports the proposed scope of work or work plan
- The Respondent proposes a reasonable per unit rate given the nature of the service provided and provides justification for the level of funding requested
- The Respondent indicates that it has access to the appropriate type and number of child safety restraints



Selection Criteria - Attachments

As part of this application, you will need to upload your businesses:

- Driver performance evaluation
- Covid -19 policies and procedures that are in accordance with CDC guidelines
- Accident reporting form
- Handouts or documentation of driver training concerning managing and interacting with children ages 3-5
- Cost proposal



Selection and Transition Timeline

- **Pre-proposal webinar – February 17, 2022**
- **Applications due – March 25, 2022, 12:00 Noon CST**
- **Program period begins – April 1, 2022– November 30, 2023**



Deadline



**Applications are due
on **March 25, 2022**
at 12:00, Noon CST**



Application Tips

Start Early!!

- If you have never done business with the City of Chicago, register into iSupplier/eProcurement ASAP.
- Review RFP narratives and application questions closely. Remember they align with the scope and selection criteria. Use the information in the RFP for guidance in formulating your answers.
- Carefully review the selection criteria.
- There is a 4,000-character limit which includes punctuation and spaces. Each response is allotted 4,000 characters.
- eProcurement works best with the Internet Explorer browser.
- Do not use the back button on your browser.

Save Often!!



Tips for Working in eProcurement

- You can “submit” your application and later amend it up until the due date **March 25, 2022**, at 12:00 noon.
- Avoid the rush and possible mishaps by submitting early. Plan on submission taking 30-60 minutes.
- Late applications will not be accepted.
- Make use of the eProcurement hotline for help at 312-744-4357 (HELP).
- **Please note that the hotline operates during business hours only, Monday-Friday 9-5.**

Save often, submit early!



Technical Assistance!

- On the DFSS web page is a link to the RFP of interest and training documents. See “Alerts” Section on our website.

- For Questions on Registration and eProcurement Technical Assistance for Delegate Agencies –

CustomerSupport@cityofchicago.org

or

call 312-744-HELP (4357)

- Training Materials (Documents and Videos) –
<https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html>

How to accept an amendment

How to accept an amendment – Step 1

- The RFP you are interested in has been amended. In order to start an application , you will need to acknowledge and accept the amendment first in order to start your application. (Please not that the RFP shown in this and subsequent slides is an example). To accept the amendment, click on “View Amendment History”.
- If the RFP has not been amended (yet), select “Create Quote” from the drop-down menu in the “Actions” box and click on “Go”. This will take you to the application page, where you can get started.

Warning

RFQ 6459 has been amended. To be considered for award you must acknowledge each amendment and submit (or resubmit) all your responses to ensure that they comply with the changes.

[View Amendment History](#)

RFQ: 6459,1

Actions

Title **Community Housing Development Organization (CHDO) Certification**
Status **Active**
Time Left **476 days 22 hours**

Supplier Response Start Date **28-Aug-2018 13:25:01**
Bid Opening Date/Supplier Response Due Date **14-Aug-2020 14:01:32**

Header Lines Controls Contract Terms

Buyer **MCCLARN, GRAYLEN**
Quote Style **Blind**
Outcome

Event **Delegate Agency**
Amendment Description **This addendum is to remind applicants that the CHDO certification and recertification process is not a request for funding.**

Description **Community Housing Development Organization (CHDO) Certification**

Terms

Bill-To Address [054-2819 HOME INVESTMENT PARTNERSHIP](#)
Ship-To Address [054-2819 HOME INVESTMENT PARTNERSHIP](#)
FOB

Payment Terms
Carrier
Freight Terms

Currency

RFQ Currency **USD**

Price Precision **0**

Requirements

[Show All Details](#) | [Hide All Details](#)

Details Section

How to accept an amendment – Step 2

- To begin the acceptance and acknowledgment process, to open the RFP in view only, click on the Document number (1) To review the amended changes to the RFP, click on the infinity or eyeglass icon (2) To acknowledge receipt and understanding of these changes and proceed, click on the “Acknowledge Amendments” button (3).
- By acknowledging the amendment, you are indicating that you are aware of the changes made to the RFP in the amendment.

CITY OF CHICAGO Sourcing

Home Logout Preferences Help

Negotiations

Negotiations > Active Solicitations > RFQ: 6459.1 >

Amendment History (RFQ 6459)

To be considered for award you must acknowledge each amendment and submit (or resubmit) all your responses to ensure that they comply with the changes.

[Show All Details](#) | [Hide All Details](#)

Details	Document Number	Title	Status	Acknowledgement Date	Review Changes
Hide	6459.1	Community Housing Development Organization (CHDO) Certification	Active		
Amendment Description This addendum is to remind applicants that the CHDO certification and recertification process is not a request for funding.					
Published Date		28-Aug-2018 13:25:01	Close Date 14-Aug-2020 14:01:32		
Show	6459	Community Housing Development Organization (CHDO) Certification	Amended		

[Return to RFQ: 6459.1](#)

Negotiations Home Logout Preferences Help

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How to accept an amendment – Step 3

- When you get to this screen, click on the “I accept...” check box and then click on “Acknowledge”

negotiations > Active Solicitations > RFQ: 6459,1 > Amendment History (RFQ 6459) > Review Changes (RFQ 6459 RFQ 6459,1) >

Acknowledge Amendment (RFQ 6459,1)

To be considered for award you must acknowledge each amendment and submit (or resubmit) your response to ensure your response complies with the changes.

☒ I accept the terms and conditions of the RFQ and also acknowledge the changes made to the RFQ amendment document 6459,1.

[Cancel](#) [Acknowledge](#)

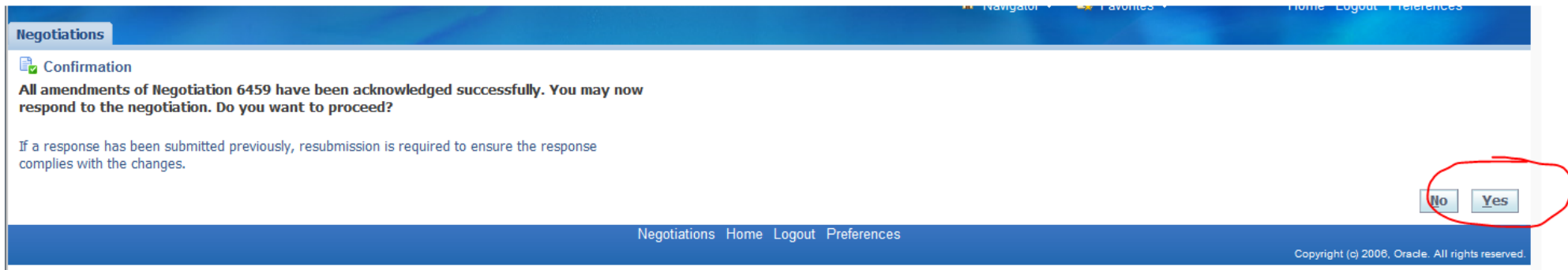
Header		
Label	RFQ 6459	RFQ 6459,1
Amendment Description		This addendum is to remind applicants that the CHDO certification and recertification process is not a request for funding.

Notes and Attachments

RFQ 6459

How to accept an amendment – Step 4

- Click on “Yes” to indicate that you confirm your acknowledgement of the amendment.



The screenshot shows a web application interface with a blue header and footer. The header contains links for "Navigator", "Favorites", "Home", "Logout", and "Preferences". The main content area has a "Negotiations" tab selected. Below the tab, there is a "Confirmation" section with a green checkmark icon. The text reads: "All amendments of Negotiation 6459 have been acknowledged successfully. You may now respond to the negotiation. Do you want to proceed?". Below this text, a note states: "If a response has been submitted previously, resubmission is required to ensure the response complies with the changes." At the bottom right of the main content area, there are two buttons: "No" and "Yes". The "Yes" button is circled in red. The footer contains links for "Negotiations", "Home", "Logout", and "Preferences", along with a copyright notice: "Copyright (c) 2006, Oracle. All rights reserved."

Negotiations

Confirmation

All amendments of Negotiation 6459 have been acknowledged successfully. You may now respond to the negotiation. Do you want to proceed?

If a response has been submitted previously, resubmission is required to ensure the response complies with the changes.

No Yes

Negotiations Home Logout Preferences

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How to accept an amendment – Step 5

- Finally, (1) click on the checkbox that you accept the terms and conditions and then (2) click on “Accept” to accept them.
- This is the final step in acknowledging and accepting the amendment.

negotiations

Terms and Conditions
The following terms and conditions must be accepted before a quote is placed in this RFQ.

City makes no representations or warranties that the electronic procurement system utilized by the City on any procurement will accurately and timely transmit any bidder's bid or proposal or any other information to the City. All bidders use this system at their own risk. The City disclaims all liability that may result or arise from the use by any bidder of the eprocurement system, including claims for lost profits and consequential damages.

Attachments

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	Publish to Catalog
No results found.									

* ☒ I have read and accepted the terms and conditions

Cancel Accept

How to submit an application

How to submit an application - Step 1

- When you are ready to submit, start by saving your draft one last time. Then click Continue.

Create Quote: 235163 (RFQ 6952)

Cancel Revert to Active Quote View RFQ Quote By Spreadsheet **Save Draft** **Continue**

Title DFSS Youth Services Enrichment Programs - STEM (Science, Tech, Engin. & Math) Time Left **19 days 2 hours**
Bid Opening Date/Supplier Response Due Date **16-Jul-2019 12:00:00**

Header Lines

Supplier **DEBORAH'S PLACE** Quote Valid Until
RFQ Currency **USD** (example: 27-Jun-2019)
Quote Currency **USD**
Price Precision **Any** Reference Number
Note to Buyer

Attachments

Add Attachment...

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
budget	File		From Supplier	KBWILSON	20-Jun-2019	One-Time		

Requirements

[Expand All](#) | [Collapse All](#)

Focus Title	Target Value	Quote Value
Requirements		

Cancel Revert to Active Quote View RFQ Quote By Spreadsheet Save Draft Continue

Negotiations Home Logout Preferences Help



How to submit an application - Step 2

- If you are missing information, you will be given an error message on the top of the page.

negotiations

Negotiations > Active Solicitations > RFQ: 6952 >

Error
You must quote on at least one line in the RFQ.

Create Quote: 235163 (RFQ 6952)

[Cancel](#) [Revert to Active Quote](#) [View RFQ](#) [Quote By Spreadsheet](#) [Save Draft](#)

Title [DFSS Youth Services Enrichment Programs - STEM \(Science, Tech, Engin. & Math\)](#)

Time Left **19 days 2 hours**
Bid Opening Date/Supplier Response Due Date **16-Jul-2019 12:00:00**

Header **Lines**

Supplier **DEBORAH'S PLACE**
RFQ Currency **USD**
Quote Currency **USD**
Price Precision **Any**

Quote Valid Until
(example: 27-Jun-2019)

Reference Number

Note to Buyer

Attachments

[Add Attachment...](#)

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	De
budget	File		From Supplier	KBWILSON	20-Jun-2019	One-Time		

Requirements

[Expand All](#) | [Collapse All](#)

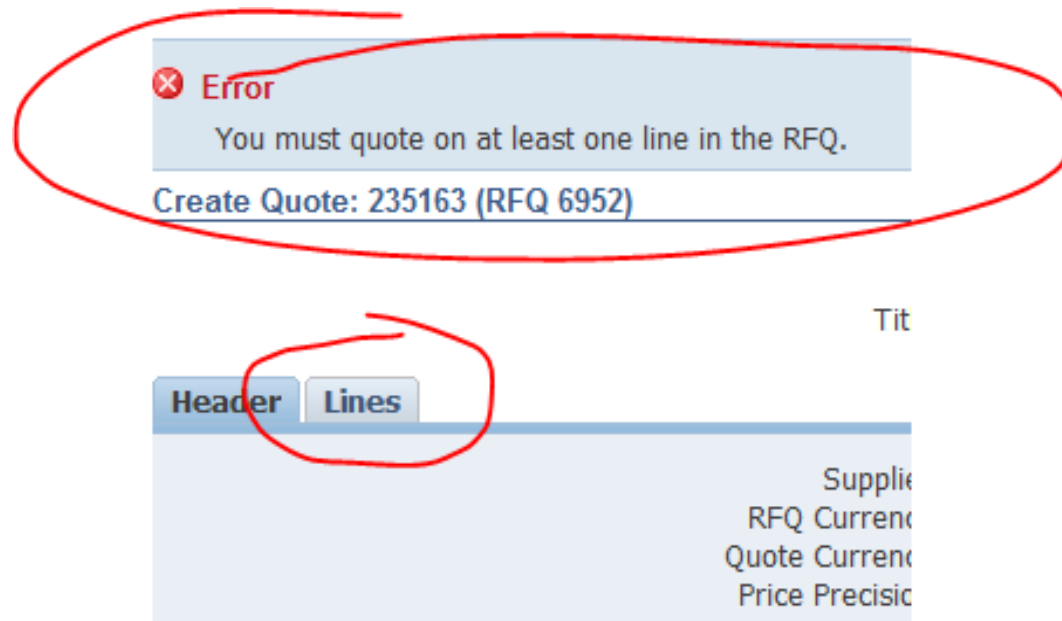
Focus Title	Target Value	Quote Value
<input checked="" type="checkbox"/> Requirements		

[Cancel](#) [Revert to Active Quote](#) [View RFQ](#) [Quote By Spreadsheet](#) [Save Draft](#)

[Negotiations](#) [Home](#) [Logout](#) [Preferences](#) [Help](#)

How to submit an application - Step 3

- Usually the error messages direct to something left undone in the application.
- In the last example, the error message indicated that the lines (found under the lines tab) had not been filled out.



How to submit an application - Step 4

- In this example, the error is about an unanswered question in the application (or Requirements section). The Quote Value refers to your (in this case, missing) answer.

Error
A quote value is required for requirement First Name.
[Create Quote: 236154 \(RFQ 6952\)](#)

[Cancel](#) [Revert to Active Quote](#)

Title [DFSS Youth Services Enrichment Programs - STEM \(Science, Tech, Engin. & Math\)](#) Time Left **19 da**
Bid Opening Date/Supplier Response Due Date **16-Ju**

Header **Lines**

Supplier **DEBORAH'S PLACE** Quote Valid Until
RFQ Currency **USD** (example)
Quote Currency **USD**
Price Precision **Any** Reference Number
Note to Buyer

Attachments

[Add Attachment...](#)

Title	Type	Description	Category	Last Updated By	Last Updated
No results found.					

Requirements

[Expand All](#) | [Collapse All](#)

Focus Title	Target Value	Quote Value
<input type="checkbox"/> Requirements		
<input type="checkbox"/> Contact Information		
<input type="checkbox"/> First Name		



How to submit an application - Step 5

- Once your application is free from errors, you are ready to proceed and submit! At this point, clicking “Continue” should put your application into the “Review and Submit” phase.

Home Logout Preferences Help

Negotiations

Create Quote 236154: Review and Submit (RFQ 6952)

Cancel Back Validate Save Draft Printable View Submit

Header

Title	DFSS Youth Services Enrichment Programs - STEM (Science, Tech, Engin. & Math)	Time Left	19 days 2 hours
Supplier	DEBORAH'S PLACE	Close Date	16-Jul-2019 12:00:00
RFQ Currency	USD	Quote Valid Until	
Quote Currency	USD	Reference Number	
Price Precision	Any	Note to Buyer	

Attachments

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
No results found.								

Requirements

[Show All Details](#) | [Hide All Details](#)

Details Section



How to submit an application - Step 6

- This is your last chance to review all your data and confirm that it is accurate. Check your attachments and scroll to the bottom of the screen to see all your responses.

Header

TitleChicago Early Learning Community-Based Programs RFP #2

SupplierClaridigm Inc

RFQ CurrencyUSD

Quote CurrencyUSD

Price PrecisionAny

Time Left20 days 3 hours

Close Date15-Jul-2019 12:00:00

Quote Valid Until

Reference Number

Note to Buyer

Attachments

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
No results found.								

Requirements

[Show All Details](#) | [Hide All Details](#)

Details Section

[Hide](#) Contact Information

Requirement	Target Value	Quote Value
First Name		John
Last Name		Chicago
Telephone		864-855-9999
E-mail Address		TheBestAgency@childcare.com
Contact Type		Email Applicant

[Hide](#) Organization Information

Requirement	Target Value	Quote Value
Legal Organization Name		Super Leaders Academy Nation
Address		18555 E. 32nd St
City		Chicago
State		IL
Zip		60699
Telephone Number		845-251-XXXX
Federal Employer Identification Number		84-992289
DUNS Number		92-8992-5110
Head of Agency Name		Jane Doe
Head of Agency Title		Executive Director
Head of Agency Contact Telephone		845-251-XXXX
Head of Agency E-mail Contact		JaneDoe@superLeadersAcademy.com
Chief Finance Officer Name		Terry Doe Jr.
Chief Finance Officer Title		Finance Officer
Chief Finance Officer Telephone		845-251-XXXX
Chief Finance Officer E-mail		terrdoe@superLeadersAcademy.com
Website Address		NA
Year Org. Established		2008
Did you attach the following in your Admin. section? *Liability Insurance *Board Member Identification *IRS Determination Letter *SAM Certificate *Certificate of Good Standing *Bylaws and Articles of Incorporation *Financial Statement		Yes

[Show](#) Geographic Area(s) Served



How to submit an application - Step 7

- At the bottom of the screen you will be asked to provide an electronic signature. Be sure to fill in the signature before checking the box!

<input type="radio"/>	110100 - Admin - Op...			7,400.00	USD	1	7,400.00		
<input type="radio"/>	120140 - Admin - Pr...			25,000.00	USD	1	25,000.00		
<input type="radio"/>	130200 - Admin - Tr...			1,500.00	USD	1	1,500.00		
<input type="radio"/>	140300 - Admin - Ma...			6,000.00	USD	1	6,000.00		
<input type="radio"/>	150400 - Admin - Eq...			1.00	USD	1	1.00		
<input type="radio"/>	160801 - Admin - In...			1.00	USD	1	1.00		
<input type="radio"/>	170999 - Admin - Ot...			2,500.00	USD	1	2,500.00		
<input type="radio"/>	181240 - Program - ...			19,500.00	USD	1	19,500.00		

Line 1: 0005 - Program - Personnel

Notes

Note to Buyer

Attachments

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update
No results found.							

Electronic Signature

☒ By submitting a bid/proposal/application and inputting his/her name and title, the person signing below certifies that he/she is authorized to submit this bid/proposal/application on behalf of the submitting party and warrants that all certifications and statements contained in the bid/proposal/application are true, accurate and complete as of the date furnished to the City. The person signing below understands that this submission will be binding on the submitting party.

* Name:

* Title:

* Indicates required fields. Before submitting the response please enter Name and Title and accept the disclaimer by checking the box above.

Cancel Back Validate Save Draft Printable View



How to submit an application - Step 8

➤ Then click **“Submit”**.

Op...			7,400.00	USD	1	7,400.00		
Pr...			25,000.00	USD	1	25,000.00		
Tr...			1,500.00	USD	1	1,500.00		
Ma...			6,000.00	USD	1	6,000.00		
Eq...			1.00	USD	1	1.00		
In...			1.00	USD	1	1.00		
Ot...			2,500.00	USD	1	2,500.00		
- ...			19,500.00	USD	1	19,500.00		

Personnel								
Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	

bid/proposal/application and inputting his/her name and title, the person signing below certifies that he/she is authorized to submit this bid/proposal/application on behalf of the submitting party and warrants that all cert... and statements contained in the application are true, accurate and complete as of the date furnished to the City. The person signing below understands that this submission will be binding on the submitting party.

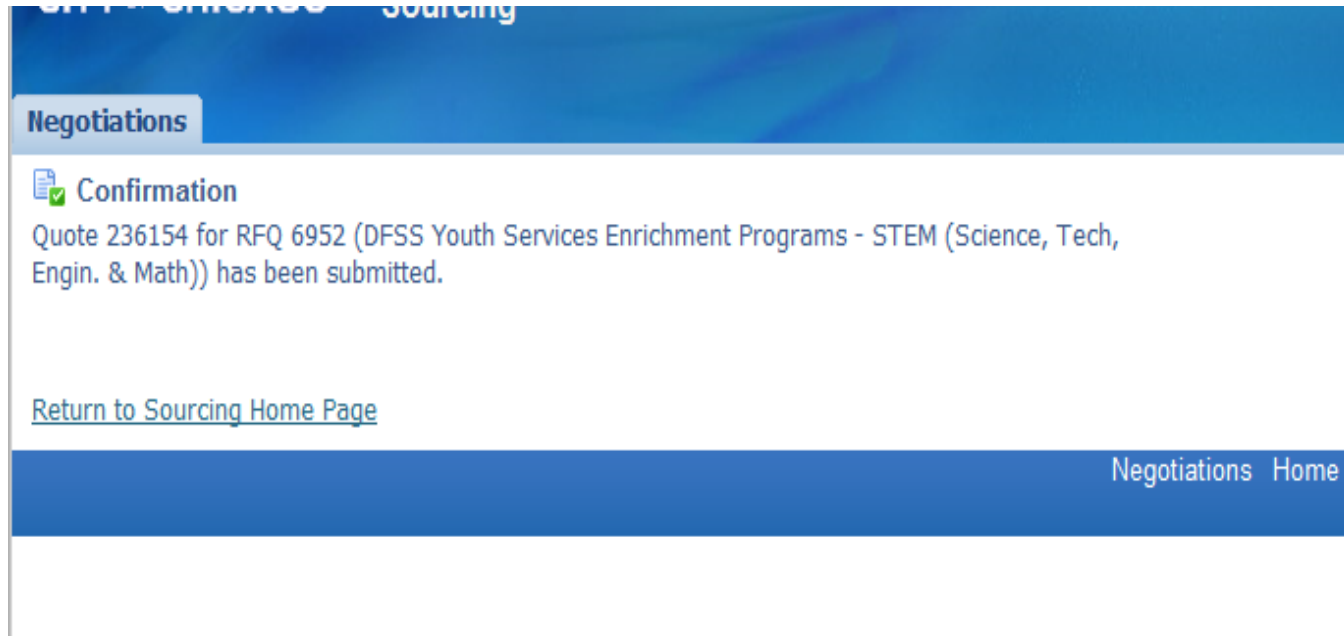
Test

Before submitting the response please enter Name and Title and accept the disclaimer by checking the box above.

Cancel Back Validate Save Draft Printable View **Submit**

How to submit an application - Step 9

- Make sure that you see this submittal confirmation screen. The eProcurement system will send a confirmation email within 24 hours of your submission. Please call or email me if you desire confirmation prior to then.



Questions?

Program Questions?

Bea Nichols

312-743-1635

beatrice.nichols@cityofchicago.org

For non-programmatic questions contact:

Julia Talbot

(312)-743-1679

Julia.Talbot@cityofchicago.org